

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 04/2021)



See CDA 9003-I for Instructions	
1. INCUMBENT	2. EFFECTIVE DATE (MM/DD/YYYY)
3. DIVISION Directorate	4. UNIT NAME Office of the Long-Term Care Patient Representative
5. CLASSIFICATION Health Program Specialist I	6. POSITION NUMBER 797-550-8338-951

7. SUPERVISOR'S STATEMENT: *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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8. EMPLOYEE'S STATEMENT: *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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You are a valued member of the department's team. All CDA employees are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees.

<p>9. DESCRIPTION</p> <p>Under the direction of the California Department of Aging's (CDA) Health Program Manager II of the Office of the Long-Term Care (LTC) Patient Representative (OLTCPR), the Health Program Specialist I (HPS I) serves as a public patient representative.</p> <p>The OLTCPR provides public patient representation for residents of skilled nursing and intermediate care facilities who have:</p> <ul style="list-style-type: none"> • Been determined by an attending physician to need a medical intervention that requires informed consent and lack capacity to make their own health care decisions. • No identified family or legal surrogate who can make decisions on their behalf. • No identified friend, relative or other person who can represent their interests during an interdisciplinary team (IDT) review of the prescribed intervention. <p>Travel may be required up to 30 percent of the time.</p> <p>The incumbent is required to communicate effectively, both orally and in writing, with internal and external stakeholders and as well as program employees; develop and maintain knowledge and skills related to specific tasks and equipment; possess organization, planning, and computer skills; complete assignments in a timely and efficient manner; observe confidentiality rules; and adhere to departmental policies and procedures regarding attendance, leave, and duties.</p>

Essential Functions

30% Reviews facility policies and procedures related to the IDT review process and assesses the process for elements that may impact the responsibility of the patient representative. Identifies concerns and provides recommendations to the HPM II (Supervisor). Provides guidance on updates or changes made on processes or procedures to LTC facility staff. Verifies that all required conditions are satisfied before proceeding to an IDT review.

30% Regularly meets with and if possible, interviews the patient prior to IDT meetings, quarterly reviews and/or upon change in condition. Examines medical and clinical records; conducts interviews with the patient's family and friends; and reviews any writings or recordings that may help provide insight into the preferences of the patient's medical health care wishes. Participates in IDT reviews, represents the patient, and articulates their medical health care preferences, if known, or a best approximation of those preferences. Identifies and reports any concerns regarding abuse or neglect of the patient to the LTC Ombudsman assigned to the facility. Directs and refers patients who seek legal assistance with an IDT decision, a facility's identification of them as incompetent or any other legal matters to the appropriate legal services.

15% Provides training and technical assistance to LTC facility staff regarding the role and responsibilities of the LTC patient representative and the LTCPR program policies and procedures. Identifies areas where additional training and technical support are needed. Regularly meets with facility staff to discuss program success, trends, and important challenges. Advises and consults with LTCPR supervisor regarding overall program operation, and concerns and updates OSLTCPR program policy, procedures as necessary. Escalates any critical or sensitive program issues to the LTCPR supervisor as needed.

15% Maintains detailed electronic case records and oversees the collection of required data. Reviews forms, data, and reports provided by LTC facilities for completeness and accuracy. Ensures corrections are made and missing information is completed by facility personnel on required forms, notices, and reports. Reviews completed documents to determine if additional clarification is needed from facilities. Reviews data reports to detect trends and areas of concern. Collaborates with OSLTCPR staff to develop strategies to resolve issues and training deficiencies.

Marginal Functions:

10% Perform other job-related duties, special assignments, and projects as required in order to fulfill the mission, goals and objectives of the OLTCPR.

8/012022